

Division of Statewide Emergency Telecommunications

February 2016



NG 9-1-1



First Net



CT Alert



PSDN

From the Director's Desk:

Welcome 2016!

The New Year is off to a very active start at DSET. The Next Generation 911 project continues to receive the majority of our effort and focus as we work with the vendor and the PSAPs to address issues. We anticipate resuming the deployment shortly. As a part of the installation, text-to-911 is also taking a critical role in our planning. Use of the Public Safety Data Network continues to grow steadily as public safety entities identify important applications the network can support. On the legislative front, DESPP has submitted an agency proposal regarding Multi-Line Telephone Systems addressing both "Kari's Law" (the ability to dial 911 without special access codes) and the delivery to our PSAPs better location information from 9-1-1 calls made from PBX extensions. It is unknown at this point whether this proposal will be taken up for consideration, but we will be monitoring progress. Finally, I would like to thank the PSAP community for its ongoing support and cooperation. This partnership is critical to our collective success.

Bill

Next Generation 911

DEPLOYMENT: DSET is pleased to announce that almost 25% of Connecticut's PSAPs have transitioned to NG911. While the cutover has been challenging, 24 PSAPs, including Connecticut State Police, have successfully implemented this complex deployment.

DSET is working closely with AT&T to develop the cutover schedule for the remaining PSAPs. The information will be shared with the PSAP as soon as it is finalized. Additionally, DSET will be advising PSAPs of any scheduled maintenance or upgrades to the system. Notices will be sent via email, it is very important that you read all the notices, as they will contain important information including any potential impact to the PSAP.

Text to 911: The plan to beta test text to 9-1-1 at two PSAPs, Valley Shore Emergency Communications and New Britain Public Safety, is estimated to begin Spring of 2016. DSET is producing public service announcements, press releases and other public education material in anticipation of

announcing the availability of text to 911 to the public.

TRAINING: NG 911 training will be coordinated in conjunction with the revised deployment schedule. Training documents, helpful hints and reference guides can be found on our website at www.ct.gov/despp. Training is presented by Nancy Carter Simon from AT&T, all classes are held at Science Park in New Haven and can be scheduled by contacting Peter Lucco at 860-685-8155.



Public Safety Data Network (PSDN)

DSET has received 95 requests to utilize the Public Safety Data Network (PSDN). These requests are in various stages of the approval and installation process, including network design and site readiness. The PSDN provides transport services for a number of public safety services including, but not limited to: radio service, computer aided dispatch and records management, video surveillance and disaster recovery. Forms and application status can be found on the DSET website at www.ct.gov/despp.



CT Alert Notifications

Everbridge and DSET have been migrating all state agencies and PSAP's to Everbridge's latest release called Everbridge Mass Notification. Everbridge Mass Notification enables users to easily send notifications to individuals or groups using lists, locations, and visual intelligence. It provides robust analytics, GIS targeting, flexible group management, distributed contact data, language localization, multiple options for contact data management, and a "globally local" approach to optimize voice and text message routing. Over 100 state agencies and local PSAP's use the platform for day-to-day operations and also use CTALERT for communicating critical notifications to Connecticut residents in emergency situations. Real-time data from on-the-scene users, social media, and weather feeds can be used to provide critical insight into developing events and even help prevent a crisis.

Division of Emergency Management and Homeland Security

The Governor's 4th annual Emergency Planning and Preparedness Initiative (EPPI) was held in October. The successful exercise demonstrated a tornado scenario with an emphasis on unified command and collaboration with a school safety and security component. The resources of the State Urban Search and Rescue Team (USAR) were exercised along with several towns testing their 911 systems.

DEMHS is in the process of upgrading current Everbridge contact information, upgrading the WebEOC system with several enhancements, and continue to monitor Ebola issues with DPH working with the Department of Agriculture and several other state and federal agencies on Avian Flu preparedness. The division continues to Co-Chair with DAS/BEST in monitoring, reviewing and responding to cybersecurity issues affecting our state.

DEMHS is participating in two agency-wide initiatives that involve strengthening Civil Unrest protocols and establishing protocols and training for active shooter incidents.

State Emergency Management Director William Hackett has assumed additional responsibilities as Statewide Interoperable Communications Coordinator (SWIC), and has been assigned by the governor as the State Single Point of Contact (SPOC) for the FirstNet broadband initiative and the State and Local Implementation Grant Program (SLIGP) also associated with the national initiative.

First Responder Network

The State of Connecticut is continuing to participate with the FirstNet Public Safety Broadband initiative.

A major milestone was completed in September 2015 with the submission of data collected relative to population density, calls for service (Police, Fire, EMS, DEEP Spill responses) responders by town, and the mapping of critical infrastructures.

In 2016 three major FirstNet activities include: expanding outreach and education with state/territory, tribal, local, and public safety entities, obtaining state and territory input to form state plans and network deployment policies, processes, and procedures, and preparing key decision-makers for state plan delivery and network deployment.



October 2015 FirstNet Board Meeting, Reston VA.

NPRC—Proposed Funding Formula Changes

NPRC: Draft regulations changing the regional funding formula are undergoing final review in our agency. However, based upon prior experience, it can take a year or more for new regulations to be adopted after they leave DESPP.

Communications

In October, DSET held a focus group for users of NG 911, to discuss user experience with the new system, address concerns and share best practices. The session was led by a professional facilitator and attended by 17 telecommunicators. Topics discussed included software features, training, trouble reporting and the deployment process. The feedback provided was collected and will provide a better roadmap for future cutovers. In addition to the focus group, trainers from AT&T and TCS, visited each of the NG 911 PSAPs to provide additional instruction, address site specific concerns and distribute training manuals and guidelines.

Public Safety Answering Point Update Meeting

A PSAP update meeting was held on September 22nd in Middletown, representatives from 16 PSAPs were in attendance. Thank you all for attending and for your valuable input. AT&T gave a brief presentation and overview of the NG 911 deployment, staff reports included the PSDN, CT Alert, FirstNet, PSAP consolidation efforts and text to 911. The next PSAP Update Meeting will be held in March. The date, time and location are still to be determined. PSAPs will be notified well in advance and information will be posted on our website. If you have a suggestion for a subject that you would like to discuss, or presentation that you would like to give, please let us know.

Notices

The Annual Telecommunicator Conference will be held April, 12, 2106 at the Radisson Hotel (formerly the Crowne Plaza). Information will be posted on our website, when it becomes available.

Active Assailant Awareness and Response Training

The Connecticut Fire Academy is sponsoring *Active Assailant Awareness and Response training*, it will take place March 10, 2016, 6:00 pm, at Manchester Community College, Great Path Academy—Community Commons Room, 60 Bidwell St., Manchester. There is no charge for the class. You can find more information and registration forms on our website at www.ct.gov/despp.



Send Questions or Comments to:
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